



# Career Profile

## Guest Service Agent

### Overview

Concierges assist hotel guests by providing information, making bookings, and arranging services like transport or entertainment. They help create a positive guest experience.

### Requirments

Previous Hotel experience, Opera system knowledge, Good communication, problem-solving skills, and a helpful attitude are essential. Knowledge of local attractions and services is beneficial.

### Training

A Certificate III or IV in Hospitality can be useful, but many Guest Service Agents receive on-the-job training.

### Opporunities

Concierges work in hotels, resorts, and luxury apartment buildings, with career paths leading to guest relations or hotel management.

